Town of Berlin
Financial and Utility Billing System RFP
Questions and Answers
(9/15/14)

1. **What is the format of the Town Certification Report that must be converted?   Could you provide a sample?**

   The certification report pertains to the personal property billing only. The Town receives the file from Worcester County electronically in a .pdt format. The Town's current software vendor converts the file into the property tax software program which in cobalt.

   The file contains all of the data for property tax customers.

   Here's a sample of the report with company names and addresses removed:

   Company name, LIMITED LIABILI   address
   NEWARK   DE19711
   Company name
   20201400000000000000008940000000000000000000000000010000000000
   0000000000 0000000000 0000000000 00030920140007000000000000000
   20140821
   A
   24Z06308894   000000Company name
   Company name   Company name- PROPERTY TAX DEPT   address
   PHOENIX   AZ850389246
   Company name
   20201400000000000000007753000000000000000000000000010000000000
   0000000000 0000000000 0000000000 00030920140007000000000000000
   20140827
   A

2. **The RFP does not specify the process for delinquencies.   Does the town send out reminder or late notices?**

   We send monthly delinquent letters for miscellaneous accounts, tax accounts, utility accounts.

The utility accounts receive disconnect letters on monthly basis, segregated by type of service: Electric and Water / Sewer. We also produce door hangers using the current financial system and issue them as the final notice.

3. **Does Berlin penalize delinquent taxpayers, charge interest or file liens?**

The Town assesses penalties and interest on delinquent utility accounts of 1.5% on past due 30 days - full outstanding balance.

We file a lien against property for Water/Sewer, Electric and miscellaneous outstanding invoices.

Miscellaneous bills outstanding assessed on monthly basis - finance charge of 1.5% over 30 days past due.

Business Licenses/Rental Licenses - 10% penalty +1.5 % finance charge on delinquent past due 30 days.

Delinquent property taxes are assessed on monthly basis at 1.5 % on the outstanding balance.

4. **What it the program currently in use for the personal property tax billing?**

The program was written by our current software provider in cobalt.

5. **Does the town anticipate a future need for real estate tax billing?**

No